Maui County Wireless E9-1-1 Status Report
July 1, 2010 – July 31, 2010

- ## PSAP Operations

9-1-1 Call Volume – July 2010

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	9,365	3,046	32.5%	6,319	67.5%
MOLOKAI	387	237	61.2%	150	38.8%

(*) Totals are based on calls to primary PSAP.

9-1-1 Call Volume – Calendar Year 2010

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME								
		Wireline		Wireless		Admin		Abandoned		
2010	**Total**	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned of Total	
December										
November										
October										
September										
August										
July	9,365	3,046	32.5%	6,319	67.5%	0	0.0%	1,657	17.7%	
June	8,260	2,640	32.0%	5,620	68.0%	0	0.0%	1,385	16.8%	
May	8,282	2,815	34.0%	5,467	66.0%	0	0.0%	1,395	16.8%	
April	7,737	2,962	38.3%	4,774	61.7%	1	0.0%	1,193	15.4%	
March	8,295	2,807	33.8%	5,488	66.2%	0	0.0%	1,446	17.4%	
February	7,424	2,606	35.1%	4,818	64.9%	0	0.0%	1,281	17.3%	
January	8,228	2,946	35.8%	5,280	64.2%	2	0.0%	1,464	17.8%	
TOTAL YTD	**57,591**	**19,822**	**34.4%**	**37,766**	**65.6%**	**3**	**0.0%**	**9,821**	**17.1%**	
AVG PER MO	**8,227**	**2,832**		**5,395**		**0**		**1,403**		

<u>Note:</u> Total Calls include Administrative calls that are not direct 911 calls.

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- ## PSAP Operations (continued)

9-1-1 Call Volume – Calendar Year 2010 (continued)

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME								
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November									
October									
September									
August									
July	387	237	61.2%	150	38.8%	0	0.0%	84	21.7%
June	247	135	54.9%	111	45.1%	1	0.4%	37	15.0%
May	295	176	59.7%	119	40.3%	0	0.0%	34	11.5%
April	274	178	65.2%	95	34.8%	1	0.4%	50	18.2%
March	298	185	62.1%	113	37.9%	0	0.0%	52	17.4%
February	248	166	66.9%	82	33.1%	0	0.0%	46	18.5%
January	228	137	60.4%	90	39.6%	1	0.4%	47	20.6%
TOTAL YTD	1,977	1,214	61.5%	760	38.5%	3	0.2%	350	17.7%
AVG PER MO	282	173		109		0		50	

Note: Total Calls include Administrative calls that are not direct 911 calls.

Notes:

(1)   "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.

(2)   "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

(3)   Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

Wireless Test – July 2010

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By:
07/23/10	T-Mobile Network Connectivity	Maui	Connectivity Testing – 1 Test Call		Maui PSAP
07/27/10	Sprint	Maui	2	6	Maui PSAP/ Akimeka

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- ## PSAP Operations (continued)

07/01/10 -- Ongoing	Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. Trouble was isolated to signaling problems. Akimeka personnel provided samples of 9-1-1 calls from the mainland that provided tower addressing to Goldie Cross of AT&T Mobility.
07/01/10 -- Ongoing	Akimeka personnel and Intrado continue to work on OnStar, Hughes, and ATX call display issues. Anthony Smith of Intrado has set up a "webinar/conference call" on August 10, 2010 at 9:00 a.m. HST to discuss telematics implementation in Hawaii. Mr. Smith also responded to questions posed by the Neighbor Island PSAPs and they are under review.
07/01/10 -- Ongoing	Akimeka personnel, with the assistance of Intrado, continues to work on a flowchart for the Neighbor Island PSAPs which documents the flow of a Call Routing Spreadsheet (CRSS) and Testing Validation Worksheet (TVW). The flowchart will merely be documentation of the process as known and will help all parties involved to better understand the timeframes needed to plan a test. Final information and recommendations were received from Corinne Faulmann of Intrado and Akimeka personnel are working to incorporate them into the final documents which will be sent to the Neighbor Island PSAPs for review and comments.
07/01/10 -- Ongoing	Akimeka personnel notified Sprint/Nextel and Intrado that an annual audit will be conducted. Jennie Stein of Sprint requested a delay to the end of August 2010 to provide the information due to a major software upgrade on their system.
07/01/10 -- Ongoing	Akimeka personnel participated in the joint NENA/APCO Urgency Algorithm/3rd Party EMD working group and Telematics committee conference calls. Responses from the Neighbor Island PSAPs involving EMD dispatches called in by the Telematics operators were consolidated and presented on the conference call which will be used in dispatcher training.
07/01/10 -- 07/12-10	Akimeka personnel and Intrado completed T-Mobile's Annual Audit for the County of Maui -- including Maui (25 towers/80 sectors), Molokai (2 towers/4 sectors), and Lanai (3 towers/7 sectors) -- with one discrepancy on Maui. Annual audits are completed on each Wireless Service Provider (WSP) in order to match the information between the WSP's tower databases and the mapping layers which allows for accurate plotting of a Wireless 9-1-1 call. Inaccuracy by as little as a letter or digit could hamper the response of first responders.
07/06/10	Akimeka personnel provided information to re-activate the callbox at Koki Beach in Hana.
07/13/10	Akimeka personnel addressed the Intergraph mapping concerns that the Maui Police mobile units are experiencing. Concerns are under review.

- ## PSAP Operations (continued)

07/13/10	Akimeka personnel consulted with the Watson Furniture Company regarding the furniture requirements for the new Kihei Station and replacement console furniture for the Molokai Dispatch Center.
07/13/10	Akimeka personnel met with Hawaiian Telcom, Inc. (HTI) representatives to discuss the MSAG process and ways to resolve/correct errors and issues.
07/19/10 -- 07/20/10	Akimeka personnel coordinated with Verizon Wireless and the Maui Police Department to test one (1) Verizon Wireless customer who alleged having difficulty calling 9-1-1. Test calls were placed and the trouble was isolated to the customer's handset.
07/27/10	Akimeka personnel responded to Intergraph field unit issues. Issues are currently under review.
07/27/10	Akimeka personnel worked with Time Warner regarding the service interruption that affected both Time Warner and Wavecom Solutions (formally Pacific LightNet) customers on the island of Maui on July 27, 2010. The service interruption began at approximately 1:10 a.m. and was caused by an undersea fiber optic cable cut off of Maui. Time Warner and Wavecom Solutions customers were unable to dial out and call 9-1-1.

The Maui Police Department was affected by the Wavecom Solutions outage, except for the Maui County PSAP/Dispatch Center who is served by Hawaiian Telcom, Inc. (HTI) and remained in service. All of the wireless carriers, except for Sprint, were affected by "tower" outages or network degradation which affected calling out and calling 9-1-1 sporadic based on the caller's location or when Wireless Phase I (AT&T Mobility) was available. Time Warner's service was restored by 3:30 p.m. and Wavecom Solutions' service was restored by 4:15 p.m. on July 27, 2010.

Akimeka personnel provided updates to the Neighbor Island PSAPs as information became available.

07/27/10 -- 07/28/10	The Akimeka Kihei office was affected by the Time Warner undersea fiber optic cable outage on July 27, 2010. The Neighbor Island PSAPs were notified around 7:30 a.m. and Akimeka personnel on Maui were available via cell phones during the Internet/telephone/email outage. Everything was restored to normal capacity by the following business day.
07/29/10	Akimeka personnel continues to work with the Maui Police IT department regarding connectivity to the Intergraph system.
07/29/10	Akimeka personnel reviewed Intrado's request to deploy a new functionality called "Temporary Address Posting (TAP)". This feature is specific to converged services and is at the service provider's request. This will allow for a civic address that has failed MSAG validation to be temporarily delivered to the PSAP while the error is being resolved. Notification to the PSAPs is pending and should be resolved in the August timeframe.
07/29/10	Akimeka personnel delivered and installed the Pictometry server in the Maui Dispatch Center. Akimeka is still in the process of establishing connectivity and configuring the software for release and testing.

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- ## MSAG

Current Month – July 2010

2010 PSAP	TOTAL	9-1-1NET REQUESTS							(a) Customer Address Change Requests Submitted	(b) In Suspended Status as of Report Month End	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
MAUI COUNTY	228	220	11	165	3	38	3	75	8	1	1
	Revised categories and report format changes effective April 2009.										

A total of 228 transactions were made on the MSAG database. See attached spreadsheet for a detailed description of changes and additions.

During the month of July 2010, 220 changes were made to the Maui County MSAG database. There currently exists one (1) request under Suspended status with one (1) TN affected, which is a carryover from last month. The location remains unknown.

Efforts were focused on identifying and changing MSAG ranges 1 – 9999. Additionally, research continued in an effort to clarify official street names and ranges for E Main St, W Main St, and Lower Main St in Wailuku, Maui.

Year-to-Date (YTD) – 2010

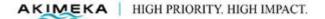| MAUI COUNTY 2010	TOTAL	9-1-1NET REQUESTS							(a) Customer Address Change Requests Submitted	(b) In Suspended Status as of Report Month End	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July	228	220	11	165	3	38	3	75	8	1	1
June	70	70	16	0	52	0	2	0	0	1	1
May	188	183	58	5	108	9	3	2	5	1	1
April	89	83	42	1	22	16	2	34	6	1	1
March	178	173	41	45	34	46	7	1	5	1	1
February	117	104	19	4	51	27	3	0	13	1	1
January	138	125	58	14	13	21	19	0	13	2	7
TOTAL YTD	**1,008**	**958**	**245**	**234**	**283**	**157**	**39**	**112**	**50**		
AVG PER MO	**144**	**137**	**35**	**33**	**40**	**22**	**6**	**16**	**7**		
	(*) Applies to Change, Delete and Insert categories										

Notes: Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests submitted to Intrado to correct customer ANI/ALI records, including those identified by Akimeka.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

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- ## Mapping Layers Updated/Loaded Into GIS – July 2010

Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
MAUI COUNTY					
WSP Cell Towers	Maui	07/09/10			Per VZW CRSS
Street Centerlines	Maui	07/29/10			
	Maui/Molokai	07/26/10			
	Maui	07/23/10			
	Maui	07/22/10			
	Maui	07/20/10			
	Maui	07/16/10			
	Maui	07/15/10			
	Maui/Molokai	07/14/10			
	Maui	07/13/10			
	Maui	07/12/10			
	Maui	07/08/10			
Address Points	Maui	07/29/10			
	Maui	07/21/10			
	Maui/Molokai	07/20/10			
	Maui	07/19/10			
	Maui	07/16/10			
	Maui	07/15/10			
	Maui/Molokai	07/14/10			
	Maui	07/13/10			
	Maui/Molokai	07/12/10			
	Maui	07/08/10	07/08/10		Copied Lanai mile markers to the Address Point layer.
Pseudo Address Points	Maui	07/30/10			
	Maui	07/26/10			
	Maui	07/22/10			
Parcels	Maui	07/29/10			
	Maui	07/27/10			
	Maui	07/23/10			
	Maui	07/21/10			
	Maui	07/09/10			
	Maui	07/08/10			
	Maui	07/07/10			
	Maui	07/06/10			
	Maui	07/02/10			
Airports					
Bridges					
Cane Fields					
Coastal Names					
Common Places					
Communities					
Emergency Callboxes					
EMS Zones					
Fire Beat Boundaries					
Fire ESZ					
Fire Stations					
Fire Sub Zones					
Fire Zones					

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

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- ## Mapping Layers Updated/Loaded Into GIS – July 2010
  (continued)

Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
Food & Beverage					Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Gate Codes					
High Resolution Imagery					
Hospitals					
Hotels					
Medic Beat Boundaries					
Medic Stations					
Milepost Markers	Maui	07/08/10			Added Lanai mile markers. More accurate positions for mile markers will be collected when GPS data collection commences.
National and State Parks					
Ocean Rescue Boundaries					
Park Polygon					
Points of Interest	Maui	07/29/10			Updates requested by Maui Dispatchers who were unable to find what they wanted or needed using the Intergraph CAD. Both systems, PowerMap and Intergraph CAD, will have these additions and changes reflected.
	Maui	07/12/10			
Police Beat Boundaries	Maui	07/02/10			
Police Dispatch Group (District)	Maui	07/02/10			
Police ESZ	Maui	07/02/10			
Police Reporting Areas					
Police Stations					
Ponds					
Post Offices					
Radio Towers					
Radius - Two Mile					
Radius - Three Mile					
Restaurants					
Schools					
Subdivisions	Molokai	07/07/10			
Tow Truck					

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

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- ## Mapping Layers Updated/Loaded Into GIS – July 2010
  (continued)

Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
Towns					
Trails					
Tsunami Evacuation Zones					

(∗) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Note: The Parcels layer is provided by Maui County. Akimeka does not perform any edits on the spatial information of the layer. Changes to the attribute table are made when needed. Akimeka uploads the layers into the Akimeka GIS Server and PSAP GIS Server accordingly.

Current Month GIS Activities – July 2010

07/01/10   Akimeka GIS personnel received and reviewed specifications for the Mapping Machine for Intergraph with Bruce (Maui IT).

07/01/10   Akimeka GIS personnel attended training for Intergraph GeoMedia and I/MapEditor at the Maui Police Department. The Maui County PSAPs will benefit from this.

07/06/10   Intergraph software was transported from Oahu to Akimeka's Kihei office for installation.

07/08/10   Akimeka GIS personnel attended on-line basic Pictometry training for EFS software. All PSAPs will benefit from this training as their Pictometry imagery becomes available.

07/08/10   Akimeka GIS and IT personnel attended in-house training for troubleshooting PowerMap. Akimeka GIS personnel plan to put together a PowerMap troubleshooting guide which will benefit all PSAPs.

07/09/10   Akimeka GIS personnel met with Captain Hudson and Chuck (Maui IT) about Akimeka's role in updating Intergraph maps. Prior to Akimeka updating Intergraph, specific system configurations must be changed by Maui IT to allow Akimeka access to the Map Machine and test environment.

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- ## Mapping Layers Updated/Loaded Into GIS – July 2010
  (continued)

Current Month GIS Activities – July 2010 **(continued)**

07/12/10 -- 07/16/10	Alexa Jacroux Biggs attended ESRI International User Group Conference and networked with ESRI personnel and others for future support issues. She attended meetings with ESRI technical support to discuss parcel spatial improvement issues and GPS'ed street centerline and attributes issues. She also discussed methods for merging "good attribute" data to "spatially good" geometry.
	Alexa Jacroux Biggs also attended Public Safety workshops to gather ideas for Next Generation 9-1-1 implementation and lessons learned in developing Map Books.
07/13/10	Akimeka GIS personnel met with the Maui PSAP Dispatch Supervisor and Maui dispatchers to discuss implementing a workflow to incorporate all of the address points that dispatchers have added over time. A workflow process involving Akimeka and Maui IT was implemented so when an address is added or modified in the Intergraph CAD, it can be incorporated into the Akimeka database.
	Each time an Intergraph map roll occurs, these address points get deleted and replaced with the data from the Akimeka database.
07/23/10	Akimeka GIS personnel held a conference call with ESRI tech support to discuss areas from the Maui Parcels layer with excessive spatial accuracy issues and what can be done to rectify the accuracy without influencing surrounding areas.
07/27/10 – 07/28/10	The Akimeka Kihei office was affected by the Time Warner undersea fiber optic cable outage on July 27, 2010. The Neighbor Island PSAPs were notified around 7:30 a.m. and Akimeka personnel on Maui were available via cell phones during the Internet/telephone/email outage. Everything was restored to normal capacity by the following business day.
07/29/10	Although data was available for an update, no map update was performed during the month of July 2010. Maui Police is in the process of transitioning to a new CAD, RMS, and mobile mapping system. On July 29, 2010, Akimeka personnel were on site to physically deliver and configure the Pictometry imagery server and load the imagery. The Dispatch Center was busy, so arrangements need to be made to configure each dispatch workstation.

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- ## Service Requests Transactions

Open Service Requests – July 2010 (June 29 – July 28, 2010)

			MAUI PSAP			
#	Date	Ticket #	Description	Category	Urgency	Comments
1	5/29/2010	222	Investigate ESZ for Kamaaina Road	911 Map - Other	High	Change will be reflected in the CAD with the next Intergraph map roll. Will keep Service Request open until the update occurs.
2	06/13/10	230	Need map update to reflect proper spelling of Puaa Kaa Park	911 Map - Need Map Update	Low	Found error on Street Centerline layer. Service Request will be closed when PowerMap is updated.

			MOLOKAI PSAP			
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

Year-to-Date (YTD) Summary – 2010

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July	2	2	2	1	1	1	1	0	0	0	0
June	1	2	2	1	1	0	1	0	0	0	0
May	3	1	3	2	0	1	1	0	0	0	0
April	2	2	1	1	1	1	1	0	0	0	0
March	1	1	1	1	1	0	0	0	0	0	0
February	4	5	1	3	3	1	2	0	0	0	0
January	4	2	2	1	1	3	1	0	0	0	0
TOTAL	17	15	2	10	8	7	7	0	0	0	0

Note: Open Service Requests reflect what is in pending status at the end of the report month.

- **Service Requests Transactions** (continued)

Year-to-Date (YTD) Summary – 2010 (continued)

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2010	**TOTAL**			**911 Map**		**MSAG**		**Request Training**		**Suggestions**	
	Created	**Closed**	**Open**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**
December											
November											
October											
September											
August											
July	0	0	0	0	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
TOTAL	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
	Note:	Open Service Requests reflect what is in pending status at the end of the report month.									

Effective with the June 2010 Monthly Status Report, to meet the report issuance timeframes, Service Requests month-end cutoff will be two work days prior to the end of the month. As such, for the month of June, it covered the period June 1 – 28, 2010 and the month of July covers the period June 29 – July 28, 2010.

	Category	Description
Definitions:	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions